

# TINTA

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## Dari Editor

Komunikasi di antara manusia di serata dunia telah berkembang dengan pesat dari semasa ke semasa dengan penghasilan teknologi baru hasil daripada kajian berabad lamanya. Kini, teknologi tersebut telah dilabelkan sebagai teknologi tradisional atau antik oleh sesetengah pihak setelah ianya mengalami perubahan demi perubahan yang sangat ketara.

Dulu, perhubungan antara manusia disebarkan melalui manusia itu sendiri atau melalui lukisan di bang dari semasa ke semasa dan telah didominasi oleh pelopor-pelopori dari Negara Barat yang telah berkurun lamanya memikirkan tentang masalah-masalah komunikasi ini, bermula di kawasan Tigris dan Eufrates lebih dari 3,000 tahun Sebelum Masihi dengan penghasilan bongkah-bongkah tanah liat ke papyrus sehingga ke kaedah teknik pencetakan tekanan oleh Johann Guttenberg.

Sehingga kurun ke 20 di mana sebuah agensi milik Jabatan Pertahanan Kerajaan Amerika Syarikat telah mencipta peralatan teknologi komunikasi era moden yang telah menghubungkan dunia yang dikenali sebagai Internet. Hasil kajian ini adalah penting terutama sekali untuk pertukaran data dan maklumat, diadaptasi daripada penciptaan litar telefon.

Begitu juga di Malaysia, setelah berlakunya ledakan maklumat dan penyebaran maklumat tanpa sekatan, pihak berkuasa telah mengambil tindakan dengan mengawal, merancang dan mengadakan pelbagai aktiviti khusus kepada rakyat Malaysia bagi mengambil kesempatan penyebaran maklumat yang memberi kepentingan penduduk di negara ini.

Walaupun bagaimanapun, pihak berkuasa melalui agensi-agensinya telah mengambil inisiatif menapis maklumat-maklumat tersebut yang berbentuk negatif, berbaur perkauman dan yang boleh mengikis kebudayaan rakyat di negara ini. Generasi muda disarankan mengambil peluang dan aktiviti yang ditawarkan seperti membuat laman sesawang untuk memasarkan apa jua produk keluaran mereka termasuk perkhidmatan yang ditawarkan.

Diharapkan dengan terbitnya majalah ini akan memberi maklumat yang berguna kepada sesiapa sahaja yang terlibat atau mahu tahu bagaimana mereka boleh berkembang dengan hanya menjadikan rumah sebagai pejabat mereka dan "*Generasi Glokal Menghadapi Dunia Tanpa Sempadan*" menggalakkan perkembangan tenaga manusia bersifat kelas dunia (global) dari segi pemikiran tetapi berasal dari rantau ini tanpa meninggalkan walau sedikit pun ciri-ciri sebagai rakyat Malaysia.

Akhir kata, Sidang Editor ingin mengucapkan terima kasih kepada semua pihak yang menjayakan penerbitan ini. Selamat Membaca.

### MAKLUMAN

TINTA adalah sebuah terbitan tahunan oleh para pelajar program Bachelor of Science in Information Studies (Hons) @ IS 220 yang mengambil kursus *Publications and Production of Information Materials* (IML 601). Skop rencana meliputi pelbagai isu dalam bidang pengurusan maklumat.

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# RECORDS MANAGEMENT AND ISO 9000

by Prof. Dato' Dr. Raja Abdullah Yaacob

**Abstract:** *The quality standard in records management depends on proficiency not only in records management but also in the business operations that comprise the mission of the organization. In a quality environment, operating without a records management program could result in loss of business, erosion of customer confidence and non-compliance. Records are being neglected, ill managed and destroyed at an alarming rate. It is hoped that by incorporating quality in records management, proper procedures are abided and a quality document management system can be established in compliance with ISO 9000. This paper attempts to explore the importance of quality in records management and how quality can become part and parcel of records management program.*

**Keywords:** *Information, Records, Records Management, Records Management Program, Document Management Programs, and ISO 9000.*

## INTRODUCTION

Organizations worldwide are experiencing an information overload due to information explosion. The difficulty that organizations encounter nowadays is the inability to manage their information within the organization efficiently. Thus, more organizations are realizing the importance of information management and records management to ensure that the information that is collected during their business transactions and operations are evaluated according to importance. In addition, organizations are doing periodical assessment to ensure that only important records are kept within the organizations and irrelevant records are disposed of systematically. The need for quality integrated-system is thus necessary to ensure that proper systematic workflow is practiced in terms of records keeping. The International Records Management Community is currently in the process of working together to produce an International Records Management Standard. This

effort will provide countries with an authoritative Records Management Standard, which, among other things, will help raise the awareness in organizations of the need to implement sound records management programs. The Standard will serve as a benchmark for use by systems designers to ensure that appropriate controls are built into systems to adequately capture and identify records which incorporate information content and contextual information tailored to each organization's requirements. Officers-in-charge of registries should be alert of the symptoms that indicate inadequacies in the services provided so that sound remedial action can be instituted. Some of these symptoms are listed below:

- Service is too slow. Items of incoming mail and when appropriate, relevant files – are not received by action officers within a reasonable time. Files are not produced quickly on



- Loose papers and personally addressed letters are not attached promptly to relevant files.
- Paper are placed on the wrong files.
- New files are not opened for new aspects as a topic develop
- It is difficult to trace filed papers.
- When files on a certain matter are called for, not all the files on the subject are produced.
- The classification system in use does not permit ready and precise classification of a high proportion – say 95% or more – of papers.
- Some organizations do not have registries to keep their records.
- Indexing, numbering and cross-referencing arrangement are unsatisfactory, either too complex or not detailed enough.
- File titles are insufficiently descriptive.
- It is difficult to locate files. The arrangement for noting the whereabouts of files are unreliable.
- There are too many people chasing files; and those concerned are not searching intelligently, eg: they quote file numbers only and are unable to give the subject of their enquiries.
- The 'bring up' system is unreliable.
- The arrangement for determining which files shall be preserved and which shall be relegated to store, are not efficient. Papers of decidedly ephemeral interest are not weeded from files.
- File covers give inadequate protection to the contents of files. The arrangement for attaching papers to files is not the most suitable.
- Papers are removed from files and there is no adequate procedure for ensure re-insertion.
- Papers on files are not kept in the order which is most suitable for the needs of the work.
- Files are cluttered up with such documents as plans, catalogues, reports etc.
- Files are not examined as they pass through the registry, e.g. to check that all action has been completed, to confirm all papers on file are appropriate to it, to tidy a file, to weed ephemeral matter, etc.
- Branch officers maintain unregistered collection of papers and records, which ought to be in official files.
- The registry staff is too remote- either geographically or in spirit –from the branch officers they serve, and fail to appreciate the needs of the latter. The registry may be inadequately staffed in numbers or quality.
- Branch officers are uninformed about registry organization and procedures, and are unaware of the contribution they should make in order to encourage the efficiency of the registry service.
- The registry supervisors and staff do not maintain sufficiently close contacts with their 'customers'. Supervisors are not close enough to their own staff or to their customers and do not become readily aware of delays or other defects in the registry service. Supervisors, when faced with evidence of shortcomings in the service, do not take effective



remedial action in consultation will all concerned.

### **IMPORTANCE OF INFORMATION AND RECORDS MANAGEMENT**

Information as a central concept, is associated with notions or ideas. It helps reduce uncertainty about something by increasing understanding on certain matters. Information is in the form of printed papers, audio, diskettes, microfiche, electronic etc. In order to be efficient, organization needs to know how to manage information in terms of records as reference and for analysis purposes.

Records management is defined as the direction of a program designed to provide *economy and efficiency in the creation, organization, maintenance, use and retrieval, and disposition of records, assuring that needless records will not be created or kept and valuable records will be preserved and available. (Cook, 1993)*. The statement shows that records management are able to solve problem regarding information and its storage. Record management is able to improve office productivity, eliminate errors, reduce liability, preserve vital records and facilitate the exchange of information among, between, and within departments (Gold, 1995). By facilitating and implementing a records management system, the retrieval and delivery of accurate information to the right people, at the right time and in the right format is where its at.

### **BENEFITS OF RECORDS MANAGEMENT**

Organizations can benefit tremendously by implementing a records management system. It can help in determining what records need to be kept and what records need to be disposed. By identifying the scope of records, organizations can save in terms of storage space and place only important records in the cabinets. The space, it can be used to put other important materials instead of acquiring new storage space.

In addition, the number of those who are doing filing work can be reduced. Besides that, by following an official, routine and documented retention schedule, it can save up to hundred of thousands of dollars in litigation. Obsolete records are taken out and organizations need only to protect vital records.

In summarization, records need to be managed to reduce the volume of records, improve storage and retrieval systems, increase efficiency of records processing, identify and protect vital records, meet legal requirements, protect organization, customers, personnel and stockholders, improve productivity, cut cost and improve profits. (Rusnah, 2001).



## INTEGRATING QUALITY STANDARDS IN RECORDS MANAGEMENT

The ISO 9000 standards are done in writing and distributing a quality manual which must be strictly followed in these following activities namely contract review, design control, document and data control, purchasing etc.

The standards require that quality-related documents be written by knowledge individuals, be reviewed by others in the organization, be distributed to all individuals performing the activity, be revised, be removed from individuals and workstations and be current and valid. It also requires that specific types of quality records be created and maintained to support the quality operations in an organization. The table 4.1 shows the records management activities that must be applied to quality record.

**Table 4.1:**  
**Records Management Activities that Must be Applied to Quality Record**

ISO 9000 Statement	Records Mgt. Component
<i>Quality records shall be maintained to demonstrate conformance to specified requirements and the effective operation of the quality system.</i>	Records creation management forms management
<i>Retention times of quality records shall be established and recorded.</i>	Retention schedule development and management
<i>All quality records ... shall be stored and retained in such a way that they are ... in facilities that provide a suitable environment to prevent damage or deterioration and to prevent loss.</i>	Vital records protection program
<i>All quality records ... shall be stored and retained in such a way that they are readily retrievable ...</i>	Filing management, development of access schemes, selection of equipment, media (micrographics, optical disk, software, hardware), supplies, design of indexing schemes

**Source:** Eugenia K. Brumm. The marriage of quality standards and records management. Available at [http://xnet.rrc.mb.ca/recmgmt/article/article 9.htm](http://xnet.rrc.mb.ca/recmgmt/article/article%209.htm). Accessed 26th May, 2001.

ISO 9000's emphasises on quality documentation and record keeping is, in fact, at the heart of the certification process. According to an article in Fortune magazine, the governing

principles of ISO 9000 can be summed up in three words "documentation, documentation, and documentation." (Stephens, 1996).



The statement shows the relationship between records and qualities are inseparable to ensure that records management can be implemented successfully in organization.

## **RECORDS MANAGEMENT PROCESS FOR ISO COMPLIANCE**

In a quality environment, all activities that affect quality, from the development of a quality plan to the design of the product through the processing of materials that comprise the product to the manufacture or assembly of the completed items and even through shipment must be recorded (Brumm, 1996). Thus, all record managers must comply with these guidelines to get ISO 9000 certification such as follows:

- Manage the quality record keeping systems of organization so that certification can be maintained. A records manager must work closely with organization's quality assurance staff and other executives to ensure that all processes comply with the ISO standard.
- To conduct an overall evaluation of the status of quality record keeping systems. This is done by working with quality assurance personnel to determine that all quality processes are fully documented and assess whether the documentation is kept according to the requirements of the standard. Quality records should be complete and accurate, legible, accessible, kept current and up-to-date, properly stored and maintained, protected against loss and deterioration and scheduled for retention. Any deficiencies in these areas must be corrected.
- To conduct an inventory of all quality records. This is essential as there are many types of records such as procedures, work instruction, forms, audit reports etc. A proper inventory would ensure that all records are systematically stored and helps in ensuring fast retrieving process. Time studies indicate that as much as 25 percent of all managerial or professional time is spent on document retrieval. (Ming-Yueh & Han-Yuh, 1994). The performance of organizations will only improve significantly if records are treated as a corporate fixed asset and manage it properly and systematically.
- To formulate a strategy for ISO 9000 compliance. Organizations must do benchmarking on their record keeping systems, based on other organization that have proven success. In this case, it would help in motivating personnel to comply with the ISO 9000 standard.
- The procedures for assuring current and up-to-date quality records by identifying the current version of documents. ISO 9000 states that the quality management system shall provide a method of removing and disposing of documentation used in manufacture of products when that documentation has come out of date.
- The need to update indexing and filing system for quality record. ISO 9000 states that "Quality records shall be stored and maintained in such a way that they are readily retrievable". This can be done by implementing records management software to index, track and monitor the location and status of all quality records during the active and inactive stages of their life cycle. Developing a uniform files classification system to standardize indexing and classification process can also enhance it.

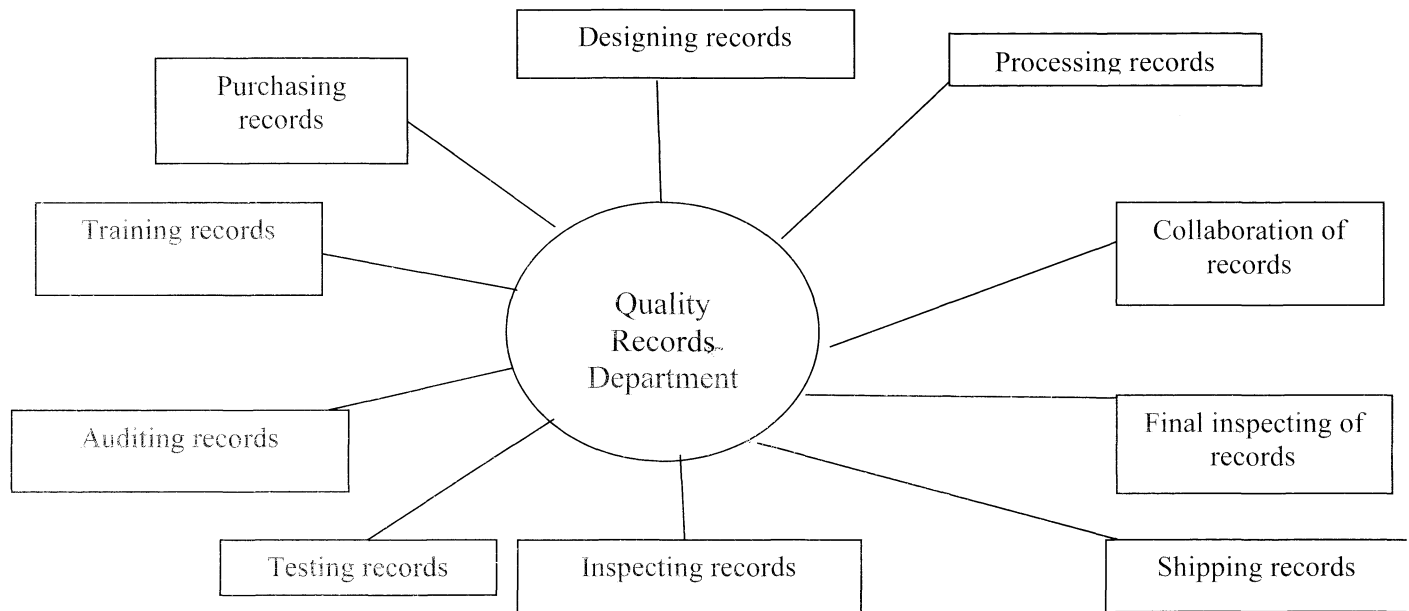
- *To enhance the storage and protection of quality records by assessing threats to which records may be exposed, and implementing a combination of on-site and off-site protection strategies to reduce those risks.* Procedures regarding repair and restoration of quality records that have been damaged during a disaster must also be developed and documented in the disaster recovery manual for quality records.
- *To develop and implement records retention programs for quality records.* Records retention schedules must be developed and implemented. However, retention period is not prescribed and it is up to organisations to adopt any retention policies they believe meet their own legal and business needs.
- *To develop a records management manual for quality record.* This manual should contain a full set of written policies and procedures of managing quality records for ISO 9000 compliance to include separate sections on each area of quality record keeping requirements contained in the standard.

In order to achieve ISO 9000 certification, organisations should adopt a proactive approach by performing quality records audits on an annual basis.

### **THE ROLES OF A QUALITY RECORDS MANAGER**

A quality records manager is assigned to provide records education and training to each quality function, to advise in records design and creation, ensure all records requirements in the standards are being addressed, knowledgeable about process and product records, and to make recommendations and changes for improving overall quality records situation. Thus, the quality records manager function as an internal consultant, providing advice and assistance to all quality related units whose standards must comply with the standards. Figure 6.1 enumerates the main responsibilities of a quality records manager





**Figure 6.1: Quality Records Department**

*Source: Eugenia K. Bruman. Managing Records for ISO 9000 Compliance. Golden Books Centre, 1996: 11.*

The function of a records manager covers all activities in the organisation as shown in the figure above. Under the ISO 9000 environment quality records manager is responsible in the followings:

- to manage the quality records department.
- to manage the document control centre.
- to write records procedures and instructions.
- to write document control procedures and instructions.
- to develop an identification scheme for records.
- to develop a workable collection program for records.
- to design organization schemes for records.
- to selecting appropriate storage equipment and supplies.

- to acquire and organizing industry specifications and standards as necessary.
- to educate employees and managers about record requirements and systems.
- to ensure that the records audit trail is sound.
- to monitor quality records for accuracy and completeness.
- to design forms (Brumm, 1996).

The above responsibilities that records managers must fulfill will ensure that ISO standard can be implemented in the organization resulting in more systematic and efficient record keeping and retrieval.

## **CHALLENGES AND FUTURE OF A QUALITY RECORDS MANAGER**

As quality is being incorporated in organizations, the system of documenting records will become an easy task. Work flow in organizations will be smoother with easy retrieval and more storage space available. Efficiency and productivity will be increased tremendously. However, there are challenges that must be dealt with by a quality records manager in implementing quality in records management. The challenges includes unwillingness of personnel to change their way of operation, low commitment from top management, lack of equipments or material, lack of training and lack of knowledge among personnel on how to manage their records. Disposal of important records that should have been kept, is another issue. The purpose of incorporating quality is to ensure no important documents are destroyed, and proper evaluation and retention period are followed strictly.

Records manager has a bright perspective for the future. This is due to realisation of information as an asset. Many organisations are hiring records manager, developing a records centre and placing the unit in the organisational chart, shows that it is of high importance. Organisations are turning to ISO 9000 to get increased business through increased customer confidence since ISO standards are considered as measurements on how well the organisations' document are processed. This means that organisations need records managers to document process according to ISO standard. It is

the reason that records management has acquired renewed purpose and direction.

The needs and mission of organization to fulfill ISO standard shows promising career and rise in the recognition of the profession of records manager. It is incumbent that records manager take advantage of this realization to educate and equip him/her with the international quality standards as a means of professional re-tooling for the next decade.

## **CONCLUSION**

In the current knowledge era, there is an increasing need for a systematic records and electronic records management in organizations. As the need to maintain proper documentation to achieve the ISO standard increases, organizations have begun to look seriously on this profession and to recognize the need to open a records centre. In the life cycle of records where creation, distribution, usage, maintenance and disposition are done, each process requires documentation. It cannot be done without knowledge and expertise on how and what to do in each life cycle. The quality process is integrated in each of the cycle and helps records managers to document, analyze and process systematically. Records become evidence, provide confidence and demonstrate ability and reliability. The ISO 9000 is the best thing ever to happen to records manager as it has the potential to elevate records management to a higher level within the mainstream of business than it has ever enjoyed before.



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### **Biodata**

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yang terpaksa menumpukan perhatian sepenuhnya pada buku teks sehingga menganggap adalah membuang masa membaca buku-buku lain selain buku teks. Pembangunan pesat teknologi pada masa kini yang lebih banyak mendedahkan masyarakat kepada televisyen, video, satelit dan seumpama dengannya turut menyebabkan semakin kurang golongan yang membaca.

Seterusnya, dalam era ledakan teknologi maklumat masa kini, perolehan maklumat dan ilmu pengetahuan tidak hanya terbatas melalui pembacaan semata-mata. Masyarakat kini sudah mempunyai banyak alternatif lain iaitu menerusi buku elektronik yang boleh dicapai melalui internet, capaian nota-nota kuliah yang disediakan dalam laman sesawang penulis-penulis buku teks antarabangsa, artikel-artikel yang berkaitan boleh diperoleh atas talian melalui jurnal-jurnal antarabangsa. Bahan-bahan ini boleh diperolehi dengan mudah dan kos yang jauh lebih rendah berbanding dengan membeli buku untuk dibaca.

Natijahnya, terdapat pelbagai faktor yang menyumbang kepada kurangnya tabiat membaca dalam kalangan masyarakat kita pada hari ini khususnya golongan remaja. Perhatian dan tindakan pelbagai pihak adalah perlu dalam usaha memupuk minat membaca khususnya kepada golongan ini tanpa menuding jari kepada satu-satu pihak sahaja.

## NOVEL AYAT-AYAT CINTA

Minat membaca memang baik dan mengasyikan. Apatahlagi jika buku itu benar-benar dapat memberi kita ilmu dan pengalaman yang sukar hendak di terjemahkan dalam tinta. Seorang ustaz telah menghadiahkan kepada saya sebuah novel yang katanya sungguh mempersonakan. Betulkah?

*“Aku masih mencium bau syurga. Wanginya merasuk ke dalam sukma.*

*Aku ingin masuk ke dalamnya. Di sana aku*

*berjanji akan mempersiapkan  
segalanya dan menunggumu untuk bercinta.  
Memadu kasih dalam cahaya  
kesucian dan kerelaan Tuhan selama-lamanya.”  
Sambil terisak Aisha melantunkan ayat:  
Yaa ayyatuhan nafsul muthmainnah  
irji’ii ilaa Rabbiki raadhiyyatan mardhiyyah  
Fadkhulii fii ‘ibaadii wadkhulii jannatii.*

*(Hai jiwa yang tenang Kembalilah kamu kepada  
Tuhanmu dengan hati puas lagi diredhai.  
Maka masuklah ke dalam golongan hamba-  
hambaKu. Maka masuklah ke dalam syurga-Ku.)*

Tajuk novel ini macam jiwang-jiwang sahaja. Saya teruja tetapi cuba membaca di helaian pertama dan akhirnya saya tidak sedar novel itu telahpun habis saya baca dan anehnya ada airmata kebahagiaan mengalir dipipiku. Alhamdulillah. Maka, saya syorkan kepada pelajar-pelajar juga sahabat, dapatkanlah novel hebat ini. Kamu pasti akan merasakan kelembutannya seperti ketika kamu mencium pipi adikmu atau anakmu. MashaAllah.

Keindahan bait-bait “Ayat-ayat Cinta” memang meruntun jiwa saya. Bagi saya, inilah contoh terbaik sebuah novel yang menampilkan ciri-ciri sastera Islami yang ideal. Penulisnya pandai mengadun cerita bersulam dengan ayat-ayat Quran dengan begitu halus sekali sehingga saya tidak merasakan saya membaca sebuah karya fiksiyen yang mempunyai dua bahagian yang ketara: bahagian cerita yang mengisahkan kehidupan seorang mahasiswa Indonesia di bumi Cairo dan bahagian cerita yang memuatkan ayat-ayat yang dipetik langsung dari kitab suci Al-Quran. Ternyata, cara pendakwaan yang begitu halus dan menyentuh perasaan ini adalah resipi yang terbaik untuk mengajak umat Islam mengenali kembali sifat-sifat luhur Islami yang mengagungkan perasaan cinta; bukan kepada manusia tetapi kepada Tuhan yang Maha Esa. Makanya, ayat-ayat cinta yang sering bermain di bibir manusia seharusnya ditujukan kepada Allah, Tuhan Maha Pencipta yang menganugerahkan perasaan cinta itu sendiri di dalam jiwa manusia.

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